



# Wolverhampton House Project Booklet



Wolverhampton House Project is a Local House Project (LHP). All LHP's are members of the National House Project, who help you when leaving care to create your own home and live independently.

House Projects are co-designed with young people. You work together to develop relationships and learn skills that enable you to live successful adult lives. You have a choice in where you live and are involved in getting a property ready to become your home.

**If you have any questions, please contact:**

- **Nathaniel Forrester** *House Project Facilitator* - 07800919890
- **Karen Cosnett** *House Project Facilitator* - 07771836142

Support available from 8am - 5pm Monday - Friday

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**Emergency contact after 5pm - 8pm (on call rota)**

- **Julia Tompson** *Supported Accommodation Manager* - 07881358670
- **Rapinder Sahota** *House Project Lead* - 07527388558
- **Brenda Murphy** *Senior Housing Support Worker* - 07771836962
- **Zoe Miles** *Supported Lodgings Co-ordinator* - 07392137570

# Repairs and dealing with emergencies

You should report repairs to Wolverhampton Homes straight away, so they can put the problem right as quickly as possible.

**Monday to Friday 8.30 – 5pm**

Tel: **01902 556789**

Email: **homes.direct@wolverhamptonhomes.org.uk**

They can also be contacted using chatbot in the bottom right hand corner of their homepage screen.

**[wolverhamptonhomes.org.uk/contact-us](http://wolverhamptonhomes.org.uk/contact-us)**

Although they are responsible for completing most repairs to tenants' homes, you may have to pay towards the cost of repairing or replacing damaged items. You are also responsible for maintaining some items yourself.



# Emergency repairs

If you have an emergency repair, please tell Wolverhampton homes straight away so they can take quick action to put the problem right.

Wolverhampton homes class a repair as being an emergency if it causes or is likely to cause a health and safety risk.

If you have a housing emergency between 5pm and 8:30am, on a weekend or on a bank holiday, please contact Wolverhampton homes using the chatbot or calling emergency out of hours number.

**01902 552999**

**If someone is in danger, always call the emergency services on 999 straight away.**

## Emergency repairs include:

- gas leaks – if you suspect a gas leak, you should also report it to Cadent using their 24-hour emergency line on 0800 111 999
- blocked flues to an open fire or boiler
- loss of heating or hot water
- burst pipes and water leaks that cannot be contained
- unsafe electrical wires, fixtures or fittings
- blocked or leaking drains or soil stacks
- toilets not flushing, but only if there are no other working toilets in your home
- insecure windows, doors or locks
- a total loss of electricity – before reporting the repair, please check with Western Power whether there's been a power cut in your area by going on the following site and typing in your postcode:  
<https://powercuts.westernpower.co.uk/postcode>



## Rent payment options

Wolverhampton Homes have a variety of payment options available. Before you start, you will need your payment reference number. For rent, this is the eight-digit reference that you were given when you signed your tenancy agreement and received your keys, for example, 6002769F.

**Online** - You can pay online anywhere using your smartphone, tablet or computer. You just need to be connected to the internet and have your debit or credit card handy.

### [wolverhamptonhomes.org.uk/my-home](http://wolverhamptonhomes.org.uk/my-home)

**Debit Debit** - Is one of the easiest ways of paying your rent and other charges. With a Direct Debit, your payment is taken directly from your bank account on an agreed date each week or month. This helps you to keep track of what you're spending and reduce the chance of falling behind. Wolverhampton homes can also offer you a range of payment dates.

**Phone** - You can pay over the phone using a secure payment line on 0800 180 4464. This number is available 24 hours a day, seven days a week, all year round.

**In Person** - You can pay your rent and other charges at the post office or by paypoint using your customer payment card. Your payment can take up to seven days to reach your account.

## Food banks

### Ashmore Park Pantry

Tel: 01902 723317

Open Tuesday 9.00 – 11.00 a.m. and Friday 4.00 – 6.00 p.m

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### Every Family Counts

Tel: 01902 558124

Open for referrals to anyone on Wednesdays between 9.00 a.m. – 12.00 noon. Limited to 2 parcels in a 5 week period

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### Everyone Prosper SDB Foodbank

Telephone: 07417 591746

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### Excel Church Food Bank

Telephone: 01902 402273

Open Monday, Tuesday and Wednesday, 12.00 noon – 2.00 pm for anyone to collect food parcels

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### Gloucester Street Church and Community Centre

Telephone: 01902 686068 / 07484 919988 (Janet and Tracy)

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### Hope Community Project (W-ton) – Breaking Bread Food Pantry

Tel: 01902 556645

Every Wednesday to everyone between 1.00 – 2.30 p.m at The Hope Centre

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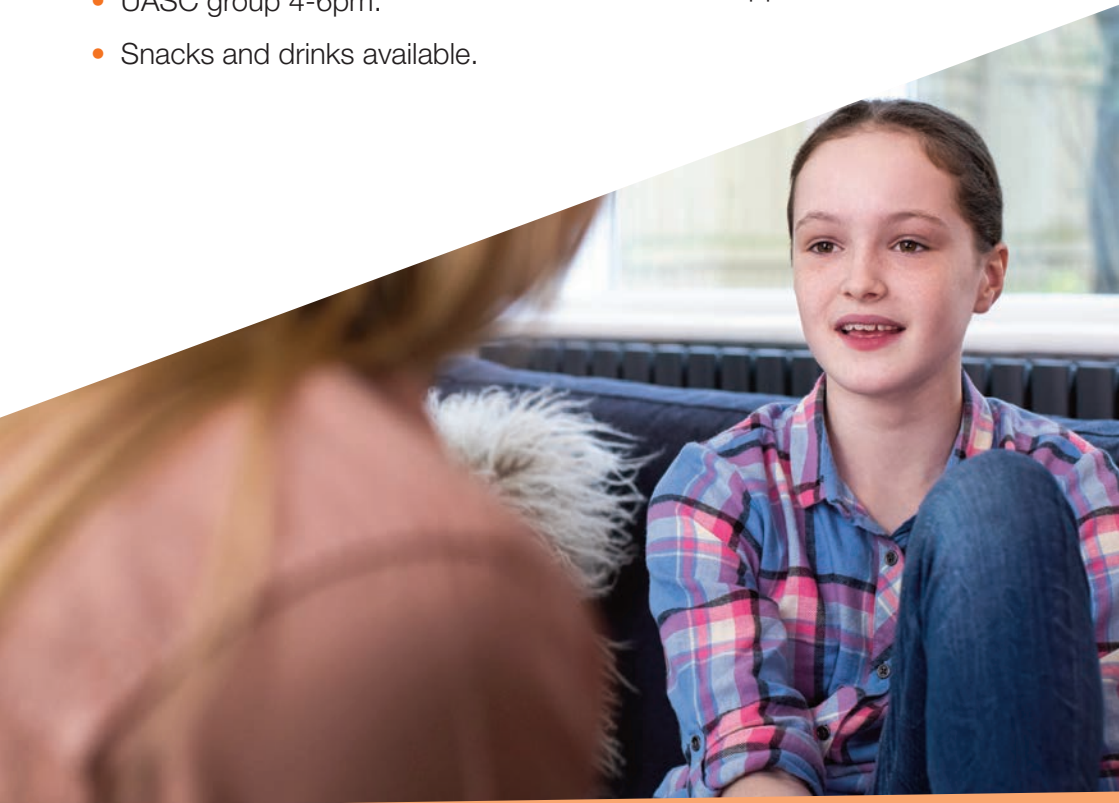
### New Testament Church of God, Harvest Community Food Bank

Tel: 01902 453190 / 07722 709671

Open Fridays between 3.30 pm and 4.30 pm

## Reach Café Drop in

- Every Thursday 1pm to 6pm at the Oasis Hub. For any care leavers aged 16-25.
- Come along to access support, advice guidance in any areas.
- Come along to play games, pool, table tennis or darts.
- Education, employment and training co-ordinator and advisor every week for support.
- UASC group 4-6pm.
- Snacks and drinks available.
- Worker from Wolverhampton homes young peoples team for support with housing and accommodation.
- Work coaches from the DWP once a month for support with universal credit and job searching
- Advance leaving care practitioners and Leaving Care Team manager on hand for support.



## Crisis services available

### Childline

**Tel: 08001111**

**Web: <https://www.childline.org.uk>**

Childline is a free, private and confidential service that you can access online and on the phone. They can provide help and support for people up to their 19th birthday.

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### Samaritans

**Tel: 01902116123**

**Web: <https://www.samaritans.org>**

You can access confidential emotional support at any time from Samaritans either by calling 116 123 or emailing [jo@samaritans.org](mailto:jo@samaritans.org)

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### Shout

**Text: 85258**

**Web: <https://www.crisistextline.uk>**

24/7 text service, free on all major mobile networks, for anyone in crisis anytime, anywhere. It's a place to go if you're struggling to cope and you need immediate help.

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### HOPELINE UK

**Tel: 08000684141**

**Web: <https://www.papyrus-uk.org/hopelineuk/>**

A confidential support and advice service for:

- Children and young people under the age of 35 who are experiencing thoughts of suicide
- Anyone concerned that a young person could be thinking about suicide





### **The Children's Society**

**Web:** <https://www.childrenssociety.org.uk>

General independent support for young people and service signposting. Can act as advocates for young people.

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### **NHS Choices**

**Web:** <https://www.nhs.uk/mental-health/social-care-and-your-rights/how-to-access-mental-health-services/>

Mental health services are free on the NHS. To get urgent medical help, use the NHS 111 online service, or call 111 if you're unable to get help online.

**For life-threatening emergencies, call 999 for an ambulance.**

**If you or somebody else is in danger, or it feels like a situation might get dangerous and you need support right away call the police.**

## Useful telephone numbers

<b>Emergency Duty Team</b>	01902 552999
<b>Police</b>	101 (999 emergency)
<b>Gas Leak</b>	0800 111999
<b>Severn Trent Water</b>	0800 783 4444
<b>SSE</b>	0345 600 2006
<b>Citizens Advice Bureau</b>	0344 4111444
<b>Civic Centre</b>	01902 55655
<b>Childline</b>	0800 1111
<b>Base 25</b>	01902 572040
<b>National Drugs Helpline</b>	0800 776600
<b>Drinkline Youth</b>	0300 123 1110
<b>Alcoholics Anonymous</b>	0800 9177 650
<b>Domestic Abuse helpline</b>	0808 2000 247
<b>Aquarius</b>	0300 200 2400
<b>Talk to FRANK</b>	0300 1236600 Text 82111
<b>NHS</b>	111
<b>Black Country Health Care NHS Foundation 24/7 Mental Health Listening Works</b>	0800 008 6516 0808 802 0222 Text: 07860 065169
<b>IF CRISIS</b>	Text: FAMILYACTION to 85258
<b>Listening Works - Family Action</b>	0808 802 6666

**Wolverhampton Job Centre Plus**

**Molineux House**

**Temple Street**

**Wolverhampton**

**WV2 4AU**

**Jobcentre**

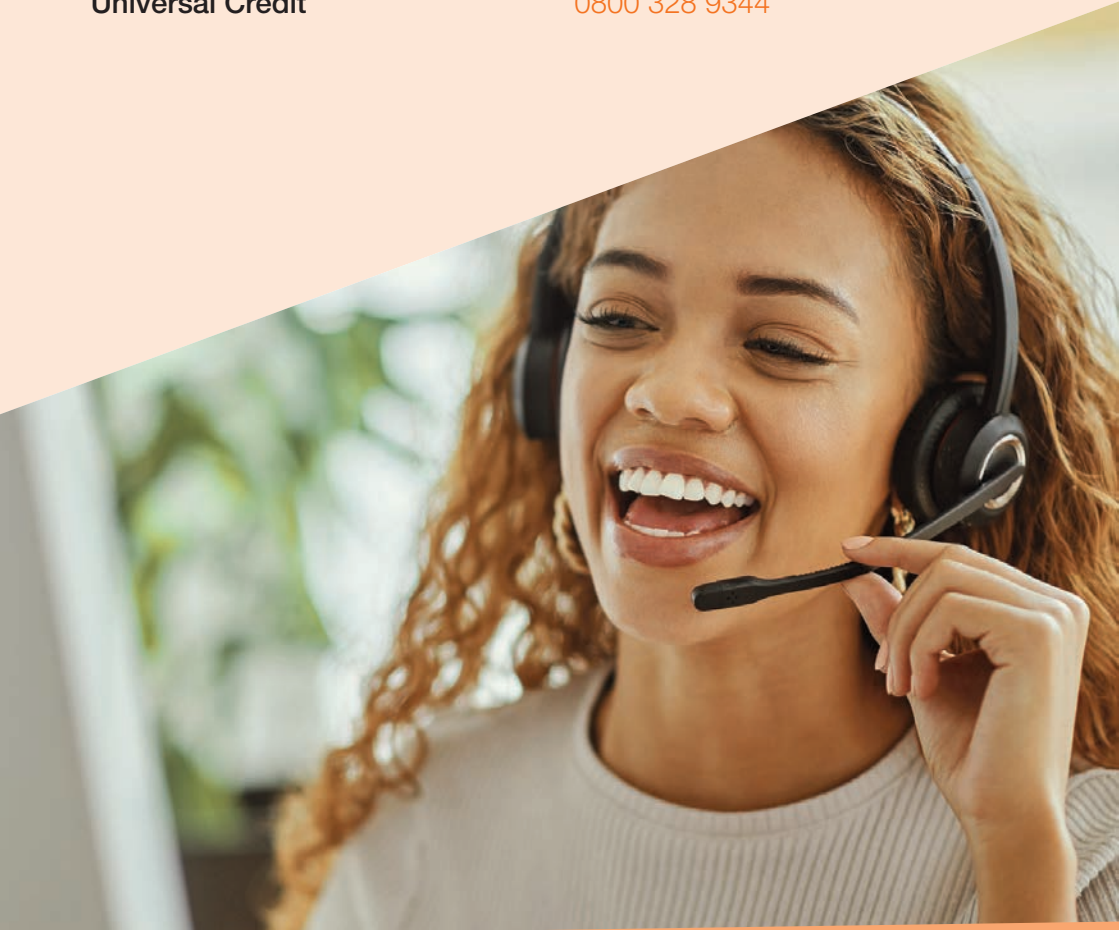
0800 169 0190

**Jobcentre: New claims**

0800 055 6688

**Universal Credit**

0800 328 9344



You can get this information in large print, braille, audio or in another language by calling 01902 551155 or emailing [translations@wolverhampton.gov.uk](mailto:translations@wolverhampton.gov.uk)

  WolverhamptonToday  Wolverhampton\_Today   @WolvesCouncil

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